

Humana Gold Plus Integrated

A Commonwealth Coordinated Care Plan

Last Update : 6/3/14

Provider Enrollment

1-800-626-2741

Provider Relations

1-800-626-2741

Claims Payment Inquiries

Non LTSS- 1-800-448-6262
LTSS-1-855-440-1827

Provider Grievances / Appeals

1-855-280-4002

Case Management Non-LTSS

1-800-559-3581 opt 4

Case Management LTSS

1-800-559-3581 opt 5

Notification / Authorizations

- Notifications are built via the web (Humana.com)
Clinical information can be attached immediately via Web
- Or, Fax clinical information immediately upon initiating notification to 888-618-2646.
- Face sheet should include: member's name, date of birth and Humana Identification number
- Notifications that follow the prior authorization process are approved for 7 days based on medical necessity
- Notifications received on non-weight bearing are reviewed by both a nurse and physician
- UM Case Managers are available 7 days a week for initial authorization consideration

Clinical Information

- Clinical received must be current (no clinical greater than 72 hours) in order to make an accurate determination of member's condition
- Nurse may accept verbal clinical information, but may request fax to confirm information received
- Three day qualifying stay is waived for Humana Commonwealth Coordinated Care members for 2014 plan year
- Direct Admits from home – **Must** have a physician order (may obtain from PCP). If skilled need is for debility, therapy evaluations highly encouraged to be completed/submitted by home health or an outpatient therapist for review prior to authorization being granted